

Using data analytics to create systematic processes to drive and increase cost savings.

THE CLIENT

A global leader in the design, manufacture, and distribution of luxury eyewear.

THE CHALLENGE

The implementation of a new transportation management system (TMS) caused a variety of billing and shipping issues (i.e. duplicate shipments/billing, lost and damaged packages, address correction fees, and contractual/mileage disputes).

These instances triggered an increase of failures within service level commitments that resulted in a decrease in customer satisfaction. Customer accounts were also misaligned from the company's master agreement - making it difficult to manage discounts and aligned costs, as well as track departmental activities.

THE IA SOLUTION

IA immediately began analyzing system data and contract agreements to identify service exception issues within the system, realigning accounts to the company's master account list during the process.

IA also contacted the appropriate carriers to initiate the refund process and ensure that all discounts were applied and refunds posted. With the help of IA's proprietary software and analytics tools, on-going audit services were implemented to monitor the firm's shipping activities and a systematic approach was developed to properly file refunds.

THE RESULT



Percent of all total shipping costs were recovered within the **first 3 months**



Thousands of dollars saved each month after identifying and correcting costly, recurring address changes



Customer accounts were properly linked to master accounts within the TMS - ensuring accurate freight codes and mileage expenses



Recovery and processing of lost funds from **+1,000** duplicate billed shipments and **3,500** manifested "not shipped" packages using IA's proprietary reporting and analytics tools



Increased **customer service levels** due to more effective account management and higher cost savings